

27 OCTOBER 2004

★SUMMARY OF REVISIONS

This IC reformats, consolidates, and renumbers information where necessary. The (Contracted) Commercial Travel Office (CTO) and Attachment 6, Centrally Billed Account Procedures. Based on two GAO reports (GAO 04-398, *Control Weaknesses Led to Millions of Dollars Wasted on Unused Airline Tickets*, and 04-88, *Internal Control Weaknesses at DoD Led to Improper Use of First and Business Class Travel*) and an Air Force Audit Agency Report, *Centrally Billed Account (CBAs) for Travel Audit* (Project F2002-FB1000-0036.000), CTO and CBA requirements have been significantly revised. Specifically, the changes outline the new procedures the CTOs must follow with regard to making premium class travel (PCT) accommodations and ticketing PCT, as well as the CTO requirements pertaining to fully unused tickets and partially used tickets and turn-in for refunds. Additionally, this change also informs the CTO that it must comply with Centrally Billed Account (CBA) procedures in Attachment 6 of this AFI and/or as specified in the CTO contract statement of work. Use of Premium Class Travel (PCT) Accommodations: Based on GAO Report 04-88, *Internal Control Weaknesses at DoD Led to Improper Use of First and Business Class Travel*, and resulting DEPSECDEF/USECDEF and SAF/OS memos, PCT policy has also been significantly revised. Specifically, this revision adds detailed overall policy on the use of PCT accommodations, to include the authorizing/reporting officials for PCT, the PCT approval process, and the PCT documentation and reporting requirements. Family Member/Spouse Travel to Award Ceremonies: Due to the ever-changing numbers and types of awards, specific awards were deleted and a more generic statement was added that mirrors the spouse travel requirements to award ceremonies in the Joint Federal Travel Regulations/Joint Travel Regulations (JFTR/JTR).

★1.1.3. Authorizes first-class travel accommodations (SecAF or the Under Secretary of the Air Force (SAF/US) for Air Force uniformed service members, Air Force civilian personnel, and dependents. Eligibility is determined in accordance with criteria in the *Joint Federal Travel Regulations, Volume 1 (JFTR) Uniformed Service Members; the Joint Travel Regulations, Volume 2 (JTR) Department of Defense Civilian Personnel*; and DoDD 4500.56, *DoD Policy on the use of Government Aircraft and Air Travel*.

★1.1.4. SecAF or SAF/US authorizes premium class, other than first class, travel accommodations (hereafter referred to as business class travel accommodations) for Air Force four-star general officers and civilian equivalents and their dependents when the request meets at least one of the conditions in the JFTR or JTR.

★1.1.5. Delegates authority to SAF/AA to approve Air Force Secretariat and Air Staff Air Force three-star general officers and below and civilian equivalents and their dependents when the request meets at least one of the conditions in the JFTR or JTR.

- ★1.1.6. Delegates to Major Command (MAJCOM) commanders (MAJCOM CV in CC's absence only), commanded by three- and four-star generals, authority to approve requests for business class travel accommodations for personnel assigned within their command when at least one of the conditions in the JFTR or JTR is met. MAJCOM commanders will submit their business class travel accommodation requests through AF/ILGD to AF/CV for approval consideration.
- ★1.1.7. Delegates to the AF/CV, or AF/CVA in AF/CV's absence, authority to approve requests for business class travel accommodations for personnel assigned to Direct Reporting Units (DRUs), and Field Operating Agencies (FOAs) when at least one of the conditions in the JFTR or JTR is met.
- ★1.1.8. Delegates to the Director of the Air National Guard (NGB/CF) authority to approve requests for business class travel accommodations for personnel assigned to the Air National Guard when at least one of the conditions in the JFTR or JTR is met. NGB/CF will submit his/her business class travel accommodation requests to AF/CV for approval consideration.
- ★1.1.9. Authorizes the use of Military Aircraft (MilAir) for permanent change of station (PCS) travel for senior officials affected by extremely short notice assignments, late Senate confirmations, or contingencies.
- ★1.1.10. Delegates to CSAF authority to approve MilAir use for PCS travel of senior officials affected by extremely short notice assignments, late Senate confirmations, or contingencies, except for personnel assigned to the Secretariat.
- ★1.1.11. Authorizes the use of MilAir or Operational Support Airlift (OSA) for Air Force senior officials' passenger movement requests not designated as required users.
- ★1.1.12. Delegates to CSAF authority to approve MilAir/OSA for Air Force senior officials' passenger movement requests not designated as "required users", except for personnel assigned to the Secretariat.
- ★1.3.3. Authorizes/approves requests for business class travel accommodations for Air Force uniformed service members, Air Force civilian personnel, and dependent family members assigned to DRUs, and FOAs, when the request meets the criteria in the JFTR or JTR. AF/CVA may approve these requests in AF/CV's absence only.
- ★1.3.4. Authorizes/approves requests for business class travel accommodations for MAJCOM commanders and the Director of the Air National Guard.
- ★1.3.5. Authorizes the use of MilAir for PCS travel for senior Air Force officials affected by extremely short notice assignments, late Senate confirmations, or contingencies.

★1.3.6. Authorizes passenger movement requests on MilAir or OSA for Air Force senior officials' assigned to the Pentagon and not designated as "required users", IAW DoDD 4500.43, *Operational Support Airlift (OSA)*, and DoDD 4500.56, except for personnel assigned to the Secretariat.

★1.13.15 Ensures the CTO complies with premium class travel requirements in accordance with the CTO contract, and that this be a special interest item with regard to quality control checks.

★2.6. The (Contracted) Commercial Travel Office (CTO). The CTO is a civilian operated business under contract with the DoD. It furnishes the TMF a service by providing transportation and travel services for uniformed service members and DoD employees as outlined in the scope of the contract and DoD 4500.9-R, Part I, Chapter 102. Use of the CTO for official travel is required when the CTO is available, and the CTO shall not issue tickets to the traveler without a valid travel order/authorization or written approval from the TMF.

★2.6.2.2. Makes official air transportation travel arrangements on Patriot Express missions using the Global Air Transportation and Execution System (GATES) when required by the CTO contract.

★2.6.2.7. CTO Contracts follow the basic guidelines of the Air Force, CTO Official Travel Performance Work Statement (PWS) and Guidelines for Proposal Submission and Evaluation (copy posted to the AF/ILGD web site), <https://www.il.hq.af.mil/ilg/ilgd/index.cfm?osymbol=ilgd> under CTO Issues).

★2.6.3. The CTO complies with the following when making and ticketing official travel accommodations.

★2.6.3.1. The CTO marks the traveler's itinerary/or ticket(s) either electronically or manually with the method of payment. Tickets purchased using a Centrally Billed Account (CBA) will state, "Airline ticket(s) paid by CBA, Non-Reimbursable to Traveler." Tickets purchased using an IBA will state, "Airline Ticket(s) paid by IBA, Reimbursable to Traveler".

★2.6.3.2. If a portion of the CBA number is needed on the travel itineraries or other documents provided to the traveler, the number entered will be limited to no more than the last 5 digits of the CBA number.

★2.6.3.3. The CTO notifies the TMF of all airline ticket transactions that have potential discrepancies in authorization or billing.

★2.6.3.4. The CTO only receives travel authorizations/requests from, and sends email ticket confirmations to, ".mil" or ".gov" email addresses.

★2.6.4. The CTO complies with the following when making premium class travel (PCT) accommodations and ticketing PCT:

★2.6.4.1. The Contractor does not issue PCT tickets (first class or business class) without the travel order/authorization being documented as directed in the Joint Federal Travel Regulations (JFTR U2000-A2) and the Joint Travel Regulations (JTR C2000-A2). The travel order/authorization must specifically state that the use of PCT is authorized/approved.

★2.6.4.2. Where extenuating circumstances or emergencies situations preclude the traveler from obtaining advance PCT authorization/approval (Ref JTR, par. C2000-A2a and JFTR, par. U2000-A2a), after-the-fact approval is permitted. In these situations, the CTO only issues PCT tickets when the AO places a statement on the travel order/authorization stating, "After-the-fact PCT approval is being/will be pursued. Issuance of PCT tickets is authorized in anticipation of approval. If PCT is not approved after-the-fact by the appropriate authorizing/approval authority, the traveler is responsible for the cost difference between the premium class transportation used and the transportation class for which the traveler was eligible."

★2.6.4.3. If the Contractor issues PCT tickets without the travel order/authorization documentation, PCT approval/authorization statement or the after-the-fact statement by the travel order/authorization AO, the contractor is liable for reimbursement to the Government for the cost difference between the premium class transportation used and the transportation class for which the traveler was eligible.

★2.6.4.4. Travelers are authorized to upgrade to premium class services and accommodations at personnel expense (e.g., cash or using personal frequent traveler benefits) without obtaining PCT approval.

★2.6.5. CTO requirements pertaining to fully unused tickets and partially used tickets and turn-in for refunds.

★2.6.5.1. The CTO notifies travelers that all unused and partially used tickets are of value and must be turned in for the applicable refund.

★2.6.5.2. The CTO maintains a daily log of all identified fully unused and partially used tickets.

★2.6.5.3. The CTO provides the TMF, once a month, a report of unused tickets obtained through the contractor's Global Distribution System.

★2.6.5.4. The CTO identifies and cancels unused tickets 30 days after the last scheduled travel date, and initiates the ticket refund process.

★2.6.5.5. The CTO processes unused ticket refund requests with the airlines.

★2.6.5.6. The CTO provides the TMF with copies of all requests for refunds.

★2.6.5.7. The CTO provides the TMF with the data required to complete the Unused Ticket Data and Refund Data report. A copy of the report format is available at the AF/ILGD web site, under Unused Ticket Issues.

★2.6.6. The CTO complies with the CBA Procedures identified in Attachment 6 of this AFI and/or as specified in the CTO contract statement of work.

★2.7. Use of Premium Class Travel (PCT) Accommodations. DoD policy requires the use of least expensive coach class transportation accommodations for all official travel. Travel requirements should be determined in sufficient time to reserve coach class accommodations for members, employees and their dependents. Advance planning to include the use of alternate travel dates or rest stops is essential to ensure travelers comply with DoD policy. PCT accommodations may be used only when exceptional circumstances are warranted to meet mission requirements and must not be common practice. Blanket authorization/approval of PCT is not permitted. Requests for PCT accommodations will be considered on a case-by-case basis. PCT accommodations shall not be used for PCS travel nor for CONUS to CONUS flights, except for those limited conditions outlined in the JFTR or JTR. When PCT is authorized/approved it applies to the principal traveler only, unless specifically approved for other travelers in the party. PCT upgrades are permitted without approval when there is no cost to the Government (e.g., through the use of cash or frequent traveler benefits). For guidance on using frequent flyer program benefits for upgrade to premium class travel, see Chapter 3, paragraph 3.30 of this AFI.

★2.7.1. Premium Class Travel (PCT) Categories. There are two types of PCT accommodations: first class and premium class other than first class. Hereafter, premium class, other than first class, will be referred to as business class in this AFI. When an airline flight has only two classes of service, the higher class of service, regardless of the term used, is treated as first class.

★2.7.1.1. PCT accommodations may be authorized/approved on an exception basis only as outlined in the JFTR, paragraph U3125, for military personnel and their dependents and the JTR, paragraph C2204, for DoD civilian employees, their dependents, and others traveling under Invitational Travel Authorizations (ITAs).

★2.7.1.2. First class travel accommodations may be authorized/approved when at least one of the criteria identified in the JTR, paragraph C2204-B3 or the JFTR, paragraph U3125-B3 is met, fully justified and documented.

★2.7.1.3. Business Class travel accommodations may be authorized/approved when at least one of the criteria identified in the JTR, paragraph C2204-B4 or the JFTR, paragraph U3125-B4 is met, fully justified and documented.

★2.7.2. Premium Class Travel Authorizing/Reporting Officials. PCT can only be authorized/approved on an exception basis. Authorizing/approving officials must consider each request for PCT accommodations individually and carefully balance good stewardship of scarce resources with the immediacy of mission requirements. Requests that do not clearly substantiate an exceptional mission need justifying the use of PCT should be disapproved. To assist the traveler and the PCT authorizing/approving official in the request/approval process, a first class and business class decision support tool is

available at the AF/ILGD web site, under Premium Class Travel Issues. NOTE: Refer also to Table 2.7.T1 at the end of this section.

★2.7.2.1. Self-approval of PCT for business or first class is prohibited.

★2.7.2.2. Code two and three Presidential appointees and three- and four-star general officers must now obtain business class travel approval from a person senior to the traveler in their chain of command.

★2.7.2.3. The Traffic Management Flight (TMF)/Commercial Travel Office (CTO) may no longer authorize/approve first or business class travel accommodations when regularly scheduled flights between the authorized origin and destination (including connection points) provide only first class or business class accommodations. These flights must now be authorized/approved by the appropriate business or first class travel authorizing/approving authority.

★2.7.2.4. First class travel accommodations. The SecAF has designated SAF/OS and SAF/US as the approval authorities for all first class travel accommodation requests, except as noted below. First class travel requests for civilian personnel will be submitted to SAF/AA for review and routing to SAF/OS or SAF/US as appropriate for consideration. First class travel requests for military personnel will be routed to AF/ILGD for review and forwarding to AF/CV. AF/CV will review and determine whether or not military requests should be forwarded to SAF/AA for approval consideration. SAF/AA will review and route to SAF/OS or SAF/US as appropriate for consideration. Note the approval authority exception at paragraph 2.7.2.9 below.

★2.7.2.5. Business class travel accommodations. The SecAF has designated the following as business class travel authorization/approval and reporting officials. Note the approval authority exception at paragraph 2.7.2.9 below.

★2.7.2.6. Air Staff and Air Force Secretariat civilian personnel forward all business class travel accommodation requests to SAF/AA. Air Staff and Air Force Secretariat military personnel will route all business class travel accommodation requests to AF/ILGD, for review and forwarding to AF/CV. AF/CV will review and determine whether or not military requests should be forwarded to SAF/AA for consideration. SAF/AA is the business class approval authority for three-star generals and below and civilian equivalents assigned to the Air Staff and the Air Force Secretariat. SAF/AA will review and forward business class travel requests for four-star general and civilian equivalents assigned within the Air Staff and the Air Force Secretariat to SAF/OS or SAF/US as appropriate for consideration. Note the approval authority exception at paragraph 2.7.2.9 below.

★2.7.2.7. The MAJCOM Commander (MAJCOM CV in the absence of the CC) is the authorization/approval authority for business class travel for requests from personnel assigned to the MAJCOM. Note: Includes personnel assigned to a Numbered Air Force when traveling on Air Force business. When traveling on Joint business, requests for business-class approval are submitted in accordance with the Joint Staff approval procedures.

★2.7.2.8. The AF/CV, or AF/CVA in the absence of the CV, is the authorization/approval authority for business class travel for requests from personnel assigned to Direct Reporting Units (DRUs) and Field Operating Agencies (FOAs). Requests for business class travel accommodation will be routed to AF/ILGD for review and forwarded to AF/CV for consideration.

★2.7.2.9. In accordance with the JTR, paragraphs C2204-B3d (first class) and B4d (business class), and JFTR, paragraphs U3125-B3d (first class) and B4d (business class) the category “When required by mission” can only be applied in connection with Presidential, Congressional or Secretarial designated boards, commissions, task forces, and special high level invited guests (approval level is Executive Secretary, Office of the Secretary of Defense) and for the Armed Forces Entertainment (AFE) Program, (approval level is the Executive Agent for the AFE program, currently the Department of the Air Force).

★2.7.3. Premium Class Travel (PCT) Approval Process. Every effort should be made to obtain approval prior to traveling. However, in cases where extenuating or emergency circumstances make advanced authorization impossible, the traveler must still obtain “after-the-fact” written authorization at the earliest possible time. In the event an after-the-fact request is disapproved, the traveler is liable for the difference in cost between the premium class and coach class air accommodations.

★2.7.3.1. The designated authorization/approval officials may authorize/approve first class accommodations when at least one of the conditions in the JFTR, paragraph U3125-B3 or the JTR, paragraph C2204-B3 is met, and may approve business class accommodations provided at least one of the conditions in the JFTR, paragraph U3125-B4 or JTR, paragraph C2204-B4 is met.

★2.7.3.2. To assist in the authorization/approval official in determining whether the PCT request meets the JTR/JFTR criteria, a PCT Decision Support Tool has been developed for use by the traveler, travel authorizing official (AO), and the premium class authorizing/approval official. The PCT Decision Support Tool is available at the AF/ILGD web site, under Premium Class Travel Issues.

★2.7.3.3. The traveler submits the PCT request through the traveler’s order authorizing official (AO) to the appropriate PCT authorization/approval authority designated above. Requests for PCT accommodation that must be approved at the AF/CV, SAF/AA, SAF/US or SAF/OS levels should be submitted as soon as the requirement is anticipated, but not less than 15 duty days prior to the desired travel date. Note: MAJCOMs, DRUs, and FOAs may want to establish PCT internal routing procedures for their organizations.

★2.7.3.4. A sample request for approval of PCT accommodation due to a Disability, or Other Physical Impairment and a request for Other than a Disability, or Other Physical Impairment are available at the AF/ILGD web site, under Premium Class Travel Issues. Justification for the PCT category requests must state why PCT is necessary for mission accomplishment and not just identify the category as indicated in the JTR or JFTR. Much of the information indicated on the sample PCT request is used for the PCT reporting requirement.

★2.7.3.5. The designated PCT authorization/approval authority reviews the request to ensure sufficient justification is provided to show mission necessity and justify the expenditure of additional Government funds required for the PCT. After the decision is made to approve or disapprove the PCT request, the PCT authorization/approval authority forwards the decision to the travel authorizing official (AO). If the PCT request is approved, the PCT approval authority must retain a file copy of the approved package for a period of 6 years and 3 months for audit purposes.

★2.7.3.6. When the travel AO receives the PCT authorization/approval authority’s decision, the AO notifies the traveler of the decision. If approved, the AO ensures that

the appropriate documentation (see below for appropriate words) is entered on the travel order/authorization so the CTO can issue PCT tickets.

★2.7.4. PCT Documentation Requirements.

★2.7.4.1. Before the CTO can issue PCT tickets, a statement must be entered in the remarks section of the travel order/authorization indicating that PCT has been approved. The minimum information that must be entered on the travel order/authorization is:

★2.7.4.1.1. The type of PCT accommodations approved. (Business or First Class.)

★2.7.4.1.2. The regulatory reference in the JTR/JFTR that was used to justify the PCT.

★2.7.4.1.3. The cost difference between the premium class and coach class fares (normal Government routing, YCA and other Government contract fares, etc., available).

★2.7.4.1.4. The premium class approving authority, Name, Rank, and Office Symbol.

★An example of required statement:

Example: Business class travel has been justified and approved based on JFTR, U3125-B4a, space is not available in coach class. The cost difference between the business class fare and the coach class fare is \$765.00. This PCT was approved by General, David Smith, HQ USAF/XXXX. Full documentation of the PCT approval is on file in the office of the PCT approving official.

★2.7.4.2. For those situations, as identified in the JTR, paragraph C2000-A2a and JFTR, paragraph U2000-A2a, where “extenuating circumstances or emergency situations” prevent advance authorization/approval of premium class travel, a statement will be placed on that travel order/authorization to permit CTO ticketing. The statement must indicate the extenuating circumstance or emergency precluding PCT authorization/approval prior to the start of travel and that authorization/approval is being or will be pursued after-the-fact. Issuance of PCT tickets by the CTO is permitted in anticipation of approval. If the authorizing/approval authority does not approve the after-the-fact PCT request, the traveler is responsible for the cost difference between the PCT transportation used and the transportation class for which the traveler was eligible. The statement must include the cost difference between the coach class and the premium class being requested and the name, rank and office symbol of the AO. The JFTR/JTR requires that after-the-fact PCT approval be completed within seven days of travel completion. It will be the responsibility of the traveler and AO to ensure that the PCT approval is obtained or that the traveler pays the difference between the travel class authorized and the travel class used.

★An example of required statement:

Example: After-the fact approval for business class travel is being pursued. This is a short notice travel requirement and sufficient time is not available to obtain authorization/approval prior to travel commencement. Business class travel is being justified in accordance with JFTR, paragraph U3125-B4a; space is not available in coach class. The cost difference between the business class fare and the coach class fare is \$765.00. If the request for business class travel is not approved, the traveler is responsible for the cost difference between the business class fare and the coach class

fare. The travel order/authorization, authorizing official is Lt Col, Robert Jones, 355th XXX. The CTO is authorized to provide business class tickets for this travel.

★2.7.5. Premium Class Travel Reporting Requirement. All PCT must be reported to the Office of the Under Secretary of Defense (Personnel and Readiness). The first report covered the period of 1 Apr 04 through 30 Jun 04; the second report covered the period of 1 Jul 04 through 30 Sep 04. Future reports are required to be submitted semiannually, 1 Oct through 31 Mar, and 1 Apr through 30 Sep, with reports due to OUSD (P&R) 30 days after the end of reporting period. The office of the approving official must enter on the spreadsheet (copy available at the ILGD web site, under Premium Class Travel Issues) the data required for reporting up channel. Also, available at the web site is a copy of the Premium Class Travel Report Data Elements Instructions. The reports (spreadsheets) should be completed and forwarded as an email attachment to “AFILGD.Workflow@pentagon.af.mil”, not later than 20 days after the end of each reporting period. AF/ILGD is responsible for consolidating and forwarding the Air Force report to OUSD (P&R).

★Table 2.1. Air Force Premium Class Travel Approval Authorities and Reporting Officials.

Air Force Personnel Assigned to	First Class Approval Authority and Reporting Officials	Business Class Approval Authority and Reporting Officials
<u>Air Force Secretariat and Air Staff</u>	<u>Secretary of the Air Force, SAF/OS, or</u> <u>Under Secretary of the Air Force, SAF/US</u> Civilians - Submit All First Class Requests through SAF/AA Military - Submit All First Class Requests to AF/ILGD for Review and Routing through AF/CV and SAF/AA to SAF/OS or SAF/US Note: 1 & 2.	<u>SAF/OS, SAF/US, SAF/AA</u> Civilians - Submit All Business Class Requests to SAF/AA for Review and Appropriate Routing Military - Submit All Business Class Requests to AF/ILGD for Review and Routing through AF/CV to SAF/AA for Review and Appropriate Routing to SAF/OS or SAF/US Notes: 1, 3 & 4.
<u>MAJCOMs (includes AFRC and Numbered Air Forces)</u>	<u>Secretary of the Air Force, SAF/OS, or</u> <u>Under Secretary of the Air Force, SAF/US</u> Civilians - Submit All First Class	<u>MAJCOM/CC, MAJCOM/CV in Absence of MAJCOM/CC</u> Submit requests for Business Class Travel to the

	<p>Requests through SAF/AA</p> <p>Military - Submit All First Class Requests to AF/ILGD for Review and Routing through AF/CV and SAF/AA for Routing to SAF/OS or SAF/US</p> <p>Note: 1 & 2.</p>	<p>MAJCOM/CC in accordance with MAJCOM Premium Class Routing Instructions.</p> <p>Notes: 1, 3, & 5.</p>
<p><u>Direct Reporting Units (DRUs) and Field Operating Agencies (FOAs)</u></p>	<p><u>Secretary of the Air Force, SAF/OS, or Under Secretary of the Air Force, SAF/US</u></p> <p>Civilians - Submit All First Class Requests through SAF/AA</p> <p>Military - Submit All First Class Requests to AF/ILGD for Review and Routing through AF/CV and SAF/AA to SAF/OS or SAF/US</p> <p>Note: 1 & 2.</p>	<p><u>AF/CV, AF/CVA in Absence of AF/CV</u></p> <p>Submit All Business Class Requests to AF/ILGD for Review and Forwarding to AF/CV for Consideration. Follow DRU, FOA Internal Premium Class Travel Routing Instructions.</p> <p>Notes: 1 & 3.</p>
<p><u>Air National Guard</u></p>	<p><u>Secretary of the Air Force, SAF/OS, or Under Secretary of the Air Force, SAF/US</u></p> <p>Civilians - Submit All First Class Requests through SAF/AA</p> <p>Military - Submit All First Class Requests to AF/ILGD for Review and Routing through AF/CV and SAF/AA to SAF/OS or SAF/US</p> <p>Note: 1 & 2.</p>	<p><u>NGB/CF, AF/CV in the Absence of NGB/CF</u></p> <p>Submit requests for Business Class Travel to the NGB/CF in Accordance with ANG Premium Class Routing Instructions.</p> <p>Notes: 1, 3, & 6.</p>

Note 1. Premium class travel authorizing/approving officials may not approve their own premium class travel accommodations. Authorization/approval must be obtained from a senior flag officer or civilian equivalent. Example: A four-star MAJCOM commander has business class approval authority for those within the MAJCOM on an exception basis and when the travel request meets the established criteria in the JFTR/JTR. However, MAJCOM commanders must submit their own business class travel requests to AF/CC or AF/CV, as appropriate.

Note 2. Civilian requests for first class travel will be submitted to SAF/AA. SAF/AA will review requests prior to forwarding to SAF/US or SAF/OS as appropriate. Military member requests for first class travel will be submitted to AF/ILGD. AF/ILGD will review requests and forward to AF/CV for review and forward to SAF/AA who will review and forward to SAF/US or SAF/OS for approval consideration.

Note 3. The authorization/approval authority for business class travel may be delegated no lower than to a two-star general officer or civilian equivalent level, and the approving official must be senior in the reporting chain to the requester. Therefore, if the indicated approval authority is not a two-star general officer or civilian equivalent or higher and senior in the chain of command, the request must be forwarded up the chain of command for appropriate approval.

Note 4. Civilians assigned to the Air Staff and Secretariat will submit business class requests to SAF/AA. Military member requests for business class travel will be submitted to AF/ILGD. AF/ILGD will review requests and forward to AF/CV for review and forwarding to SAF/AA who will in turn review and as appropriate forward to SAF/US or SAF/OS for approval consideration. SAF/AA is the business class approval authority for three-star generals and below, and civilian equivalents assigned to the Air Staff and Secretariat. SAF/OS and SAF/US are the business class approval authorities for four-star generals and civilian equivalents assigned to the Air Staff and Secretariat.

Note 5. For personnel traveling on Air Force business, MAJCOM/CCs, and MAJCOM/CVs in the absence of the MAJCOM/CC, have business class approval authority for personnel under their command, including personnel assigned to numbered air forces. When personnel travel on Joint business, requests for business class travel approval are submitted in accordance with Joint staff or command approval procedures.

Note 6. The Air National Guard Director (NGB/CF) has business class approval authority for personnel assigned to the ANG. In the absence of the NGB/CF, requests for business class travel will be forwarded through AF/ILGD to AF/CV for business class travel approval consideration.

★2.9. Family Member/Spouse Travel to Award Ceremonies.

★2.9.1. MAJCOM commanders and vice commanders may approve spouse travel for spouses of award recipients to attend a major award ceremony (i.e., Presidential award ceremony, or an annual agency or major organizational component ceremony, or a prestigious honorary award ceremony sponsored by a non-Federal organization). When family member/spouse travel to attend an award ceremony is approved, an Invitational Travel Authorization (ITA) will be issued. Only transportation costs will be funded; per diem will not be paid.

★2.9.1.1. If there is no spouse or the spouse is unable to attend, the recipient may elect to invite one family member to attend the ceremony. When family member travel to attend an award ceremony is approved, an ITA will be issued. Only transportation costs

will be funded; per diem will not be paid. See JTR, Appendix E, Part I for further guidance.

★2.9.1.2. When the family member/spouse is an Air Force uniformed service member or Air Force Civil Service employee and family member/spouse travel is approved, a TDY order will be issued rather than an ITA.

★2.9.1.3. When an individual who is neither an Air Force member nor an Air Force Civil Service employee is selected as an award recipient, the recipient and family member/spouse may travel on an ITA to attend the presentation ceremony. See JFTR/JTR, Appendix E, for guidance and limitations on travel reimbursements.

NOTE: Family members and spouses traveling to an award ceremony are not required to meet the participation requirements stipulated in this AFI, Paragraph 2.8.

★Attachment 6

CENTRALLY BILLED ACCOUNT (CBA) PROCEDURES

A6.1. The CBA is used as the method of payment for airline, rail and sometimes bus tickets when:

A6.1.1. A traveler has not been issued an Individually Billed Account (IBA), commonly referred to as a personal Government Travel Card (GTC).

A6.1.2. Traveling as a group.

A6.1.3. Directed by the MAJCOM Commander/Base Commander.

A6.2. To preclude travelers from mistakenly requesting reimbursement when the CBA method of payment is used, the CTO will mark the traveler's itinerary or ticket(s) with the method of payment. Tickets purchased using a CBA will state, "Airline ticket(s) paid by CBA, Non-Reimbursable to Traveler." Tickets purchased using an IBA will state, "Airline Ticket(s) paid by IBA, Reimbursable to Traveler". Note: The Passenger Name Record (PNR) invoice should not contain the CBA or IBA number.

A6.3. Except for travel arrangements made through the Defense Travel System (DTS), the Traffic Management Flight (TMF) must maintain a copy of the PNR invoice and a copy of the travel authorization/order for each ticket issued on the CBA. These documents should be filed either by transaction date, ticket number or alphabetically (traveler's name) to facilitate reconciling the CBA invoice. If the travel authorization/order is processed through the DTS, there is no need to retain a copy of the PNR and travel authorization because they are stored electronically within the DTS. However, optional retention of a copy of the PNR and travel authorization for DTS transactions, appropriately filed, may simplify the reconciliation process.

A6.4. When un-used or partially used tickets are returned to the CTO/TMF, documentation is initiated and forwarded to the airline/rail company for the appropriate refund/credit. The TMF must establish an active suspense file identifying all travel transactions due credits/refunds from the airlines/rail companies for tickets charged to the CBA. Tracking must be accomplished by maintaining paper copy documentation files and by spreadsheet or another quick reference product that provides current status of all credits/refunds due. As a minimum the tracking product requires the travel order/authorization number, traveler's name, date a refund request was submitted,

amount of credit due, and the date refund/credit was received as identified on the Government Travel Card Vendor (GTCV) invoice report. The TMF must ensure that credits due appear on the GTCV's invoice report until the credit is received. A follow-up process, at least monthly, should be established to check status of outstanding credits due.

A6.5. CBA Reconciliation Process

A6.5.1. The GTCV forwards the paper copy of the invoice at the end of the billing cycle to the TMF. The paper copy GTCV invoice (bill) should be received approximately seven to ten days after the end of the billing cycle. When received, the invoice is date stamped. This date starts the clock for prompt payment. The payment due date is stated on the GTCV invoice (and is the date used for determining amounts past due and the account suspension date). The reconciliation should be completed and certified by the TMF within 10 days after receipt. Note: If the paper copy invoice is not received within 10 days after the end of the billing cycle, the TMF should contact and advise the GTCV that the invoice was not received.

A6.5.2. At the end of the billing cycle the GTCV sends an electronic version of the CBA invoice to the CTO. The electronic version should contain the same data as the paper copy invoice sent to the TMF. The electronic invoice should be used to start the reconciliation rather than waiting for the paper copy.

A6.5.3. The TMF may also monitor CBA transactions using the GTCV EAGLS web based program.

A6.5.4. Based on the CTO contract, the CTO's participation in the reconciliation process varies. The TMF establishes written local procedures on the CBA reconciliation process to include specific CTO and TMF responsibilities and time periods for accomplishment.

A6.5.5. The CBA reconciliation process as a minimum must include the following:

A6.5.5.1. Review of all charges and credits on the electronic version of the invoice to include: amount, date, passenger name, ticket number, and airline code. The CTO may make minor corrections (but not dollar amounts) and forward the updated disk and reports to the Transportation Officer (TO).

A6.5.5.2. The CTO/TMF pulls the previously filed copies of refunds identified as credits on the invoice for use in the reconciliation process.

A6.5.5.3. The TMF/CTO assembles a copy of each travel authorization/order and a copy of each PNR invoice in the same sequence as appears on the GTCV hard copy invoice.

A6.5.5.4. The TMF is responsible for reconciling the report for payment, making sure the ticket number, traveler's name, airline code and cost on the PNR invoice match the hard copy of the GTCV's invoice.

A6.5.5.5. The CTO/TMF work the unmatched transactions indicating "awaiting credit or wrongful charges" to the account. If there are missing credits/refunds or wrongful charges, the ticket number is researched for the traveler's name and date the ticket was issued. Ensure the appropriate GTCV dispute form is completed. The TMO must suspense the dispute until it is resolved with all parties concerned. Once resolved, the TMO must monitor the next invoice to ensure all disputes have been updated.

A6.5.5.6. All transactions on the GTCV PAPER COPY invoice must be certified for payment or placed in dispute. TMOs should reconcile and pay everything on that specific invoice so the charges on the invoice and the Standard Form 1113 or Standard Form 1034 match completely. The only time the price for that billing cycle should be different is when the TMO disputes a charge and/or credit. When the credit shows up on

the next months invoice, the TMO can then process the credit, refund or void the ticket. The TO must verify the amount being certified for payment and type the certification statement on the Standard Form 1113 or Standard Form 1034, sign and date the form.

A6.5.5.7. The TMF/CTO must make the number of copies of the travel authorizations/orders and PNR invoices required by the supporting DFAS/OPLOC. The travel authorizations/orders and PNRs must be assembled in the proper sequence and forwarded to the DFAS/OPLOC with a paper copy of the GTCV's invoice, a copy of the TO's certified Standard Form 1113 or Standard Form 1034 and a disk (provided by the CTO) with all of the reconciled transactions in the TTOPRS format. Note: CBA transactions processed through DTS do not require copies of the travel authorizations/orders and PNRs to be forwarded to DFAS/OPLOC, as they can be reviewed through the web. The TMF should retain a backup copy of the assembled documentation in case the documentation is lost in transit between the DFAS/OPLOC and the shipping location.

A6.6. DFAS/OPLOC should process each invoice within 10 days of receipt and make EFT payment to the bank. This effort ensures CBA payments are received by the bank in a timely manner preventing late payment interest penalties, and precluding account suspensions.